

MASSACHUSETTS
Workforce Investment Act
STEERING COMMITTEE

WIA Communication No. 01-11☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DET Regional Directors
DET Area Directors

cc: WIA State Partners

From: Angelo Buonopane, Director
Department of Labor and Workforce Development

Date: March 9, 2001

Subject: Plan Modification Instructions for FY2002

Purpose: The purpose of this policy is to provide instructions to the Local Workforce Investment Board (LWIB) on the preparation and submission of modifications for FY2002 to the Five-Year Plan for the workforce development system including the operation of the One-Stop Career Center (OSCC) service delivery system. (The plan was previously submitted for implementation in FY2001). Instructions for Local Partner MOUs will be issued under separate cover.

Policy: The LWIB, with agreement and signature of the Chief Elected Official (CEO), is responsible for preparing and submitting modifications to the Five-Year Local Plan by May 15, 2001 in accordance with this policy.

Action Required: Review this document and provide copies of it to individuals who will be responsible for preparing the Local Plan modifications.

Note: Please bring your copy of the plan modification instructions with you to the conference in Worcester on March 14, 2001. The planning instructions will be posted on the Mass WIA Implementation web site at www.Massworkforce.org

Effective: Immediately

References: Workforce Investment Act of 1998
WIA Final Regulations 20 CFR Part 652, §661-355
MOU WIA Communication (will be issued under separate cover)

Inquiries: Any questions related to this correspondence should be directed to Andrea Perrault, extension 102 at (617) 727-6573 or Rosemary Graham, extension 1325 at (617) 727-8158.

Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #01-11.

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<p style="text-align: center;">Planning Schedule for WIA Five-Year Local Plan FY2002 Modification</p>
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By March 6	Five-Year Local Plan Modification Instructions issued
By March 14	Local Partner MOU Instructions issued
March 14	Planning Conference in Worcester
May 15	Five-Year Local Plan Modification submitted by CEOs & LWIBs to State
May 15 - June 30	State Partners Review of Five-Year Local Plan Modifications
By June 30	State Approvals of Five-Year Local Plan Modification sent to CEOs & LWIBs

**Planning Package Checklist and Submission Instructions
for
Five-Year Local Plan Modification
Workforce Investment Act**

Items provided in the planning instructions	Items to submit with Five-Year Local Plan Modification
Checklist (form)	_____ Completed Checklist
Cover Signature Sheet (example)	_____ Signed Cover Sheet
Planning Questions	_____ Plan Narrative
Attachment A: MOU Activity Summary (form)	_____ MOU Activity Summary
Attachment B: Overall Performance Goals (form)	_____ Overall Performance Goals
Attachment C: Integrated Budget Summary (form)	_____ Integrated Budget Summary
Attachment D: Labor Market Information	
Attachment E: State Agency Contacts	

Submit a signed original and 6 copies of the plan to:

Rosemary Graham, Director of Operations
Workforce System Service
Commonwealth Corporation
529 Main Street, Suite 110
Boston, MA 02129

**Workforce Investment Act
Fiscal Year 2002**

Five-Year Local Plan Modification

Name of Local Area

Name of Workforce Investment Board

We submit this plan with knowledge and acceptance of our roles and responsibilities for the workforce development system and for the One-Stop Career Center service delivery system as specified in Workforce Investment Act of 1998, and in the Final Regulations at 20 CFR Part 652.

Chief Elected Official

Chair, Workforce Investment Board

Signature _____ Date _____

Signature _____ Date _____

Printed name _____

Printed name _____

Title _____

Title _____

Organization _____

Organization _____

Address _____

Address _____

City, State, Zip _____

City, State, Zip _____

WIA FIVE YEAR LOCAL PLAN FISCAL YEAR 2002 MODIFICATION

LOCAL PLANNING INSTRUCTIONS

INTRODUCTION

The first year of implementation of the Workforce Investment Act in Massachusetts presented a host of challenges, both policy and operational, for leadership and staff at all levels of the workforce development system. State and local partners are working through the realities of state responsibility and local control.

The complexities of resource sharing are being tackled. A network of providers have been identified as initially eligible to provide WIA Title I funded training services utilizing a newly developed application and review process.

To move beyond merely co-locating a set of federally-regulated and compliance-driven programs, newly formed workforce boards, youth councils, and CEOs, have begun the work of thinking and planning strategically to craft local systems based upon a vision.

Career centers continue to refine the service delivery system according to the principles of universal access as they work to integrate partner services. Career center management and staff are beginning to implement continuous quality improvement strategies. Training services are made available to customers through the use of individual training accounts. System enhancements, installation of technology and a massive campaign of staff training continue as MOSES is operationalized.

These challenges have been taken on and accomplishments achieved while adjusting to operating with less support from the traditional state and federal employment and training funding sources.

During FY2002 implementation will continue. With this knowledge, plan modification requirements for FY2002 are minimal. Whenever possible information is requested for the modification only when circumstances have changed substantially in a local area such that service delivery will be impacted. **Budget and performance planning forms for FY2002 are required.**

It is expected that as the work of implementation of WIA continues, local areas will focus on creating connections, building capacity, and forming a resource base to further system development. This aim can be accomplished by:

- Continuing work to develop WIA mandated partner One-Stop memoranda of understanding,

- Integrating programs not mandated by the WIA legislation, such as TANF, employer-based training for incumbent workers, financial aid for post-secondary programs, Workforce Training Fund, Extended Care Career Ladder Initiative, and Adult Basic Education, and
- Seeking alternative and non-traditional sources of funding. This should be done not only because traditional employment and training federal funding allocations may continue to diminish, but to broaden the base and scope of program possibilities. Funds should be sought that enhance and strengthen an area's overall workforce development strategy.

During FY2002, the state will continue to collaborate with local areas to conduct a comprehensive demand and supply analysis of the Massachusetts labor market. This work will address one of the Commonwealth's top workforce priorities: to supply workers to fill the skilled jobs that remain vacant in Massachusetts.

Supplying critical information, this endeavor should support the strategic planning efforts of local areas as work continues to build the Massachusetts workforce development system. Local plan modifications for FY2003 will incorporate this information, reflecting strategies to prepare citizens for jobs in skill-based businesses that pay wages that meet a self-sufficiency standard while meeting the needs of the state's skill-based employers.

The State has begun to conduct outreach to the WIA partners at the state level to help to resolve some of the issues surrounding MOUs. In FY2002, the State will continue to work with the various state agencies.

LOCAL PLANNING QUESTIONS

A . Local Labor Market Analysis

In order to ensure that the services provided under the Workforce Investment Act address relevant labor force and employer needs, an analysis of local labor market conditions is a critical component of the planning process. An understanding of the economic trends that shape the local labor market environment is essential in developing an appropriate mix of employment and training services which will support economic growth and development efforts.

Please describe any significant changes in local labor market conditions that have occurred during the past 12 months since the submission of the Five-Year Plan which will result in a shift of emphasis in the service mix available through the local One-Stop delivery system. This analysis should **describe any significant changes** that have occurred in any of these four areas:

1. An analysis of current industry employment trends, with an emphasis on the identification of industries experiencing either major growth or decline.
2. An identification of projected industry and occupational employment opportunities.
3. A description of the job skills and training requirements necessary for employment in targeted industries and occupations.
4. An analysis of the education and training needs of individuals in your labor market area.

See Attachment D for a summary of labor market information that is available from the Economic Analysis Department of DET.

The use of additional sources of information, including results from employer surveys, local advisory groups, special reports and any other sources of relevant local labor market information, is encouraged.

B. Workforce Development System Capacity Building

The leadership of the LWIB in collaboration with the CEO of the region is the key element in the building of an integrated workforce development system. The ultimate goal of the WIA is to create a local system that extends well beyond the partners and programs traditionally associated with local employment and training efforts. Only where the LWIBs and CEOs seize the opportunity to take the lead in building a system that is comprehensive, flexible, and responsive to local needs will the workforce development system become a significant partner in the planning of economic development efforts. **Responses are required for numbers 1 through 5 below.**

1. The expansion of resources for employment and training services provided in the local workforce system should be a major objective of the LWIB. How does the LWIB intend to maximize its opportunities for securing additional resources? Are there specific federal, state, local or private funding opportunities which the LWIB intends to pursue? How does the LWIB plan to insure that additional resources are integrated into the local workforce system? Please identify any technical assistance needs the LWIB may have in this area.
2. Please describe the LWIBs strategic planning efforts that will lead to the development of a comprehensive and integrated workforce development system. What challenges may impact this effort? What technical assistance does the LWIB require to be successful in this process? Describe how the LWIB will work in collaboration and agreement with the CEO in regards to the operation of the One-Stop Career Centers and preparation of the WIA Plan Modification budget.
3. What steps will the LWIB take to ensure the development of Memoranda of Understanding (MOUs) with all required partners during FY2002? Are there additional non-mandated partners with whom the LWIB intends to develop an MOU? What technical assistance could be provided to accomplish this task?
4. Please identify any required partners under WIA with whom you have been unable to execute a Memorandum of Understanding (MOU). Is there an expectation that an MOU will be signed in FY2002? Does the LWIB believe that negotiations are at an impasse?
5. Please complete and submit the MOU Activity Summary Form (Attachment A).

C. One-Stop Delivery System

This section provides information on the delivery of services through the OSCC, delineating the partners, the services to be delivered and the methods which will be employed by the LWIB and the OSCC to ensure continuous quality improvement and customer input.

Please describe in questions 1 through 6 any changes to your FY2001 Five-Year Local Plan which have occurred related to the following key elements of One-Stop service delivery.

1. Describe any changes in the vision of the Chief Elected Official (CEO) or the LWIB related to the development of an integrated workforce delivery system.
2. If access to core services for all required partners is not available through at least one comprehensive OSCC in your region, please explain why.
3. If there have been changes to the core services to be provided through the OSCC since your original plan submission, please describe.
4. If there have been changes to the way your OSCC ensures universal access to services for employers and job seekers, please describe.
5. If there have been changes in the methodology used to determine appropriate service needs of customers, please describe and provide a revised customer flow chart and narrative.
6. Describe any changes in your planned services to youth.

Responses are required for numbers 7 through 10 below:

7. Please list all current partners in your OSCC.
8. Please describe how you will coordinate services available through the OSCC with other workforce development, educational and youth programs in your region. For example: H1Bs, ECCLI, USDOL Discretionary Grants, School-to-Career Connecting Activities for Youth, Youth Opportunity Grants, Workforce Training Fund, and Welfare to Work Discretionary Funds and Adult Basic Education, etc.
9. Please describe the results of your customer feedback mechanisms during the past year and how you have utilized this feedback to make changes in your OSCC.
10. What continuous quality improvements have you implemented during the past twelve months and describe any future activities you have planned for the next twelve months?

D. Training Strategy

Describe only substantial changes from the overall training strategy for youth, adults and dislocated workers outlined in your Fiscal Year 2001 Plan. Indicate how any changed strategy relates to your analysis of the type of education and training appropriate for your labor market area (taking into account labor market changes that may have occurred over the course of the year). The information provided here should correspond to specific

training plans outlined in local partner MOUs. Include, as applicable, discussion of the following types of education and training services:

- occupational skills training
- school-to-career programs
- entrepreneurial training
- on-the-job training
- employed worker training
- skills upgrading and retraining
- job readiness training
- adult basic education and literacy activities
- customized training

Additionally, according to Section 663.145 of the Workforce Investment Act Final Regulations:

WIA Title I formula funds allocated to local areas for adults and dislocated workers must be used to provide core, intensive, and training services through the One-Stop delivery system. Local boards determine the most appropriate mix of these services, but all three types must be available for both adults and dislocated workers.

Please indicate how your area will provide training to customers during FY2002 with WIA Title I funds.

E. Youth Activities

The following two questions were included in last year's (FY2001) planning instructions. Provide a new response if your Youth Council has developed a different strategy for FY2002 than was submitted with last year's plan:

1. How will your youth program and its activities be connected to the One-Stop delivery system, including which youth services, if any, will be provided through the One-Stop Career Center? If not provided through One-Stop Career Centers, where and how will they be provided?
2. Describe how your service delivery design will assure that Title I Youth Activities are provided not as a stand alone activity, but as part of an array of services available in the local area including, for example, School-to-Career, local education providers, Job Corps, CBOs, juvenile justice programs. Please include the following:
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve Title I Youth either on a sequential or concurrent basis to Title I Youth Activities;
 - referrals and coordination with appropriate service, training and education programs that have the capacity to serve youth who are not eligible for, or otherwise cannot be served in, Title I Youth Activities.

Describe whether your Youth Council has completed any of the following activities, and whether it has taken the results of such activities into account in developing a WIA youth service plan:

Analytical Activity	Youth Council has completed this task	Youth Council has used the results of this task in developing a WIA service plan
(a) An analysis of the education, workforce, and youth development status of the youth population within the local workforce investment area.		
(b) A 'map' or documentation of available federal, state, local, and private programs and resources available in your local workforce investment area to support youth development.		
(c) An inventory, description or assessment of the type and availability of youth development services available in your local workforce investment area, together with an identification of service gaps.		
(d) Development of coordinated service planning across youth development resources (<i>i.e.</i> , beyond Title I WIA funds).		
(e) A process for identifying successful providers of local youth activities.		
(f) A process for encouraging program improvement by local youth service providers.		

F. Overall Performance Goals

The Local Plan Modification will include a general summary of the overall performance goals that have been negotiated with each local partner for FY2002. More specific performance goals based on the level of categorical funding will be detailed in the Local Partner MOUs. Additional guidance on the federal and state requirements for local partner performance measures will be provided during the planning process.

Generally, the FY2002 Local Plan Modification Performance Goals for the One-Stop Service Delivery System should address:

- Number of individual customers using the one-stop system,
- Number of employer customers using the one-stop system,
- Number of individual customers entering employment, and
- Number of one-stop system customers enrolling in training activities.

Please complete the Overall Performance Goals Form, Attachment B, and provide a narrative description of the overall local performance goals for FY2002.

Overall Performance Goals Instructions

Program Column

1. Total customers (Basic and Full): Total individuals to be served in one or more of the LWIB's programs
2. WIA Title III Wagner-Peyser/Employment Service (included DVOP/LVER Veteran Programs)
3. Formula Title I Adult Program Enrollments
4. Formula Title I Dislocated Worker Program Enrollments
5. Formula Title I Youth Program Enrollments
6. Formula Welfare-to-Work Program Enrollments (Grant Years 1 & 2): Include only those to be served in FY02
- 7-18. Other Individual Partner Programs (possible inclusions):

Mandatory Partner Programs

Community Services Block Grants
 Dept. of Ed./ Adult Basic Education
 Job Corps
 Local Housing Program Training
 Mass. Comm. For the Blind
 Mass. Rehabilitation Comm.
 Title V Older Americans
 Trade TAA/NAFTA
 Unemployment Insurance
 USDOL Veterans

Optional Partner Programs

School-to-Career Connecting Activities
 DTA EAS
 DTA Post-Placement
 DTA Skills/Education
 H1b Grants
 Migrant & Seasonal Farm Workers
 Non-Custodial Fathers
 Skills Plus
 State Budget Line Items
 USDOL Disability Grants
 USDOL Discretionary Grants
 Youth Opportunity Grants
 Department of Mental Health
 Department of Mental Retardation

Performance Category Line Items

- A. Total Customers Served (new registrants and active carry-in, excluding those receiving only follow-up services)
 - Breakout of prior year carry-in including those in Line 1 total
- B. Of the total on Line 1, the number enrolled in training or education, youth or WtW activity, etc. (excludes OSCC core/intensive services)
- C. Of the total on Line 1, the number to enter employment ("Hires", "Obtained Employments" and "Found Suitable Employments")
- D. Total number of individual employers served, including those placing job orders and those receiving other OSCC and LWIB services
- E. Total Job Openings posted to MOSES
- F. Of the total job openings on Line 5, the number filled by the OSCC

G. Integrated Budget Summary

This budget is intended to capture the planned expenditures for programs administered by the LWIB and/or through WIA-required partners via cash revenue to support the operation of the OSCC.

Where a partner contributes staff, services, space or equipment instead of cash revenue, this should be indicated in the budget narrative, but not in the Integrated Budget Summary.

Required partners under WIA must contribute a fair share of the operating costs of the One-Stop delivery system proportionate to the use of the system by individuals attributable to the partner's program (§662.270 WIA Final Regulations).

All funding must be expended in accordance with the guidelines and requirements associated with each funding source.

The total budget line for each fund type displayed on the Integrated Budget Summary should reflect the FY2002 allocation as well as carry-in from FY2001 where authorized by a funding source. Appropriate lines are provided to distinguish new revenue from prior-year carry-in.

Planned expenditures should be consistent with the expenditures reflected in the Memorandum of Understanding, Resource Sharing Agreement and additional budget documents negotiated by the LWIB with each funding source.

ATTACH A BUDGET NARRATIVE IN SUFFICIENT DETAIL TO EXPLAIN THE NATURE OF THE ITEMS INCLUDED IN EACH CATEGORY AND TO INDICATE PARTNERS NON CASH CONTRIBUTIONS.

Changes in the total amount of funding to be received from Required Funding Sources at any point during FY2002 will require a resubmission of the Integrated Budget Summary.

Integrated Budget Instructions

Expenditure Categories

Please enter the CASH REVENUE amounts into each appropriate category and funding column consistent with the limitations, requirements and budget documents required by WIA, OMB and the administrator of each funding source. Please also note in the narrative only where non-cash contributions are being made.

LWIB Activities:

Please enter the amount of funding planned to support LWIB activities, including the LWIB fiscal agent if different from the career center - local fiscal agent.

FA Activities:

Please enter the amount of funds planned to support the activities of the local Fiscal Agent.

OS Activities:

Please enter the planned expenditures for the following cost categories:

Personnel Costs:

Please enter the cost of personnel services, including salaries (base, overtime, increases), fringe benefits and related costs.

NPS Costs:

Please enter the amount of non-personnel costs, not including the cost of facilities or subcontracts. These should include such items as equipment lease, purchase and maintenance; travel; supplies; memberships, etc.

Facility Costs:

Please enter the cost of facilities, including rent for leased facilities, facility management costs, security systems (including equipment, installation and security system maintenance and monitoring), utilities (gas, oil, electricity, water, sewage), building repairs and maintenance (state owned buildings), building maintenance (janitorial, pest control, trash, signage, etc.), landscaping and snow removal and construction and/or modular furniture amortization.

ITA Costs:

Please enter the amount of funds identified to support ITA-eligible individuals.

Training Costs:

Please enter the amount of funds planned to support customized or group training programs.

Support Services Costs:

Please enter the amount of funds identified for support services, incentives and / or other payments to program participants.

Other Costs:

Please enter and identify in the narrative any cost not appropriate to one of the above categories such as overhead, indirect costs, etc.

Total Budget:

These totals should be consistent with the funds reflected in the MOUs signed with each fund source.

NOTE: A second Budget Page is provided for the addition of Partners not reflected on page one. Some examples are:

Trade (TAA, NAFTA)
Massachusetts Rehabilitation Commission
Massachusetts Commission for the Blind
Massachusetts Department of Education/Adult Basic Education
USDOL Veterans Grant funding
Local Housing Program
Community Services Block Grants
Title V Older Americans
Job Corps
Migrant and Seasonal Farm Workers
USDOL Discretionary Grants